Virtuo II Quick Start Guide

TouchTunes

900962-001 Rev. 02 January 2022

This guide is an overview of the Virtuo II installation process. For a complete copy of the Virtuo II Installation and Setup Guide (p/n 900961-001), Tempo > Help > Resources at https://tempo.touchtunes.com/#/help/resources.

About this Guide

This manual refers to the following models:

- Virtuo II 700778-102 (US model)
- Virtuo II 700779-101 (Canadian model)

IMPORTANT SAFETY INFORMATION

Read this important safety information before proceeding with product installation.

- READ THESE INSTRUCTIONS.
- KEEP THESE INSTRUCTIONS.
- HEED ALL WARNINGS.
- FOLLOW ALL INSTRUCTIONS.

The Lightning Flash with arrow head symbol within an equilateral triangle is intended to alert the user to the presence of un-insulated "dangerous voltage" within the product enclosure that may be of sufficient magnitude to constitute a risk of shock to persons.

The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

WARNING: Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.

WARNING: TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS APPARATUS TO RAIN OR MOISTURE AND OBJECTS FILLED WITH LIQUIDS, SUCH AS VASES, SHOULD NOT BE PLACED ON THIS APPARATUS

DO NOT USE THIS APPARATUS NEAR WATER.

WARNING: TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, THIS APPARATUS SHALL BE CONNECTED TO A MAINS SOCKET OUTLET WITH A PROTECTIVE EARTHING CONNECTION.

TO COMPLETELY DISCONNECT THIS APPARATUS FROM THE AC MAINS, DISCONNECT THE POWER SUPPLY CORD PLUG FROM THE AC RECEPTACLE

THE MAINS PLUG OF THE POWER SUPPLY CORD OR APPLIANCE COUPLER SHALL REMAIN READILY ACCESSIBLE

WARNING: The speaker output of this unit can exceed 10 Watts and could cause a shock injury. Connection to speakers should be performed by a skilled person in compliance with local building codes. Class 2 wiring is required for speaker cables. Use of external speakers outside the ratings stated at the speaker jack may result in a shock injury or damage to the unit, or equivalent.

CAUTION: Do not use Virtuo II immediately after transferring the unit from a cold place to a warm place as condensation may have occurred on internal components. Wait for the unit to reach room temperature before using it.

IMPORTANT: See product enclosure for safety-related markings.

No serviceable parts inside, please contact TouchTunes Customer Support for service.

Clean only with dry cloth.

Do not block any ventilation openings. Install in accordance with the manufacturers instructions.

Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.

Only use attachments/accessories specified by the manufacturer.

Unplug this apparatus during lightning storms or when unused for long periods of time.

Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

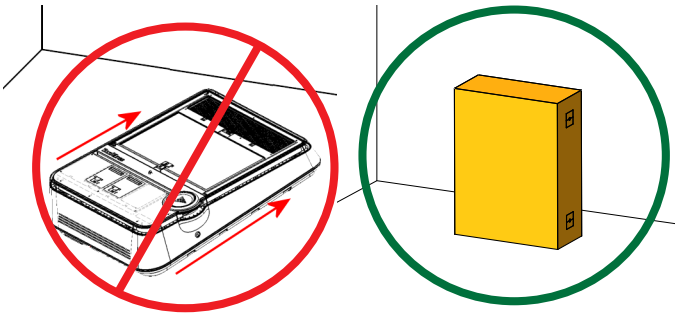
Warning: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

To disconnect this apparatus unplug from the mains plug, access to the mains plug should be readily accessible after the installation.

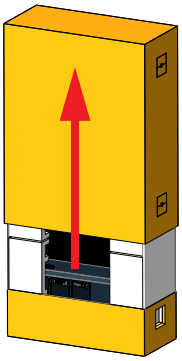
Note: Locations where a Virtuo II is installed are required to comply with general Americans with Disabilities Act guidelines, including those governing accessible routes and protruding objects. Because locations have different floor plans, TouchTunes does not address these issues in this Guide.

Step 1: Move the crate as close as possible to the intended mounting location

DO NOT SLIDE OR DRAG THE UNCRATED VIRTUO II ALONG THE FLOOR!

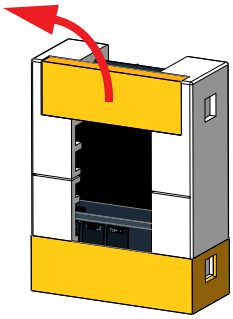


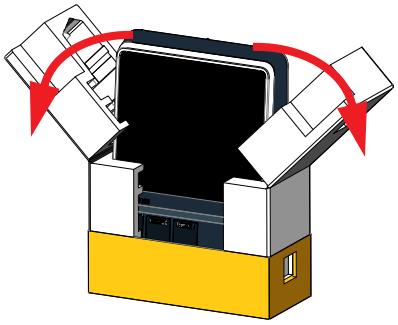
Step 2: Unpack the Virtuo II



a) Remove the top cover

b) Remove the wall bracket kit.





c) Break away the top halves of the foam packaging.

d) Open the top of the bag protecting Virtuo II, and pull down until the back hooks are uncovered.

Virtuo Floor Stand

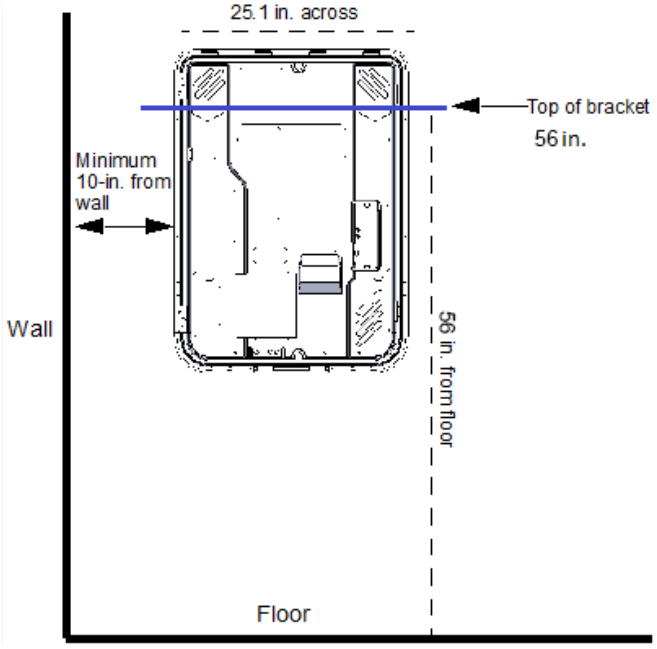
Virtuo II can be mounted to the Virtuo Floor Stand using the wall mounting bracket included with Virtuo II.

To mount a Virtuo II to the Virtuo Floor Stand, follow the steps in the *Virtuo Floor Stand Installation & Setup Guide*, which is included with the floor stand and available for download on the Operator Dashboard. As of May 2012, the most current version of the Virtuo Floor Stand is 2.0.

Step 3: Wall Mount Virtuo II

Important: When installing in a location where there is an intersecting wall to the left, ensure that you allow at least 10 inches of clearance between the wall and the Virtuo II to allow free movement of the door and prevent it from being damaged.

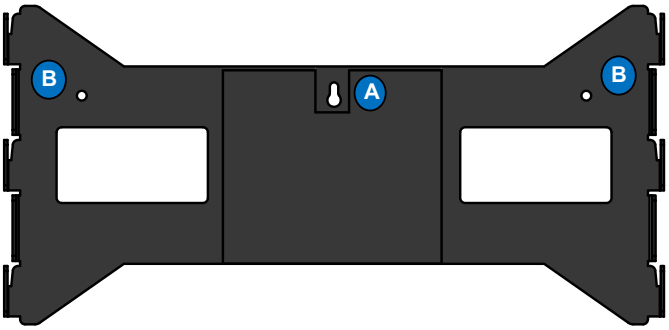
1. On the wall where Virtuo II is to be installed, measure 56 inches (4’8”) from the floor and mark this measurement.
2. Using the included template, mark the position for the wall bracket on the wall where you intend to install the Virtuo II.



3. Assemble the wall bracket:

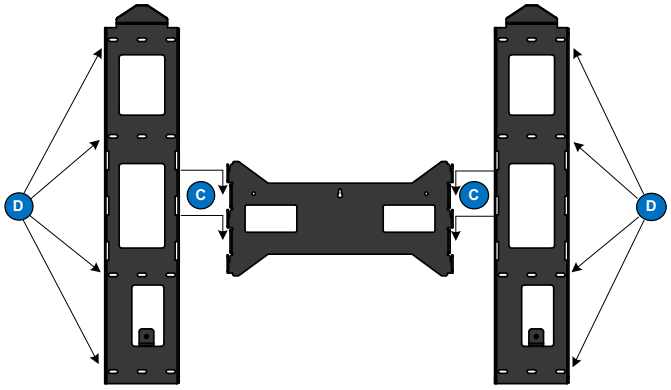
A) Install a screw on the wall, at 56 inches from the floor, in the horizontal center of the area where you will install Virtuo II. With enough of the screw protruding from the wall, hang the central part of the wall bracket onto the screw using hole A.

B) Using a spirit level, ensure that the bracket is level, then fasten it to the wall using holes B.



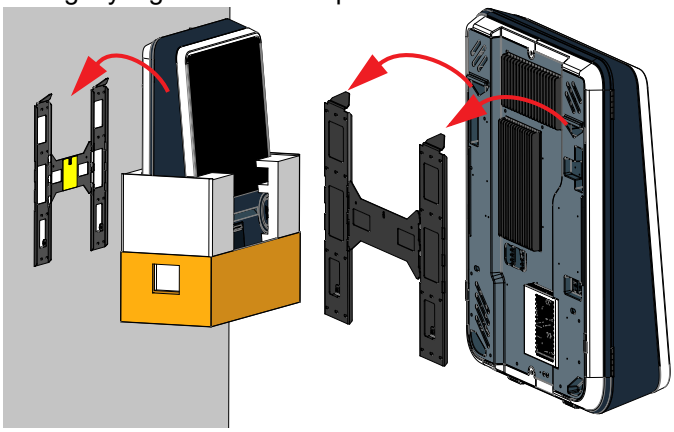
C) Slide the side bars of the bracket onto the sides of the central part.

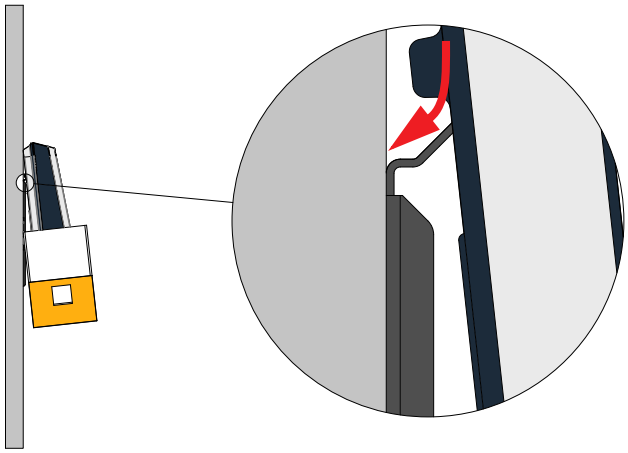
D) Fasten the side bars to the wall using the holes on the bars. Multiple holes are provided at each height to help alignment of screws with underlying studs.



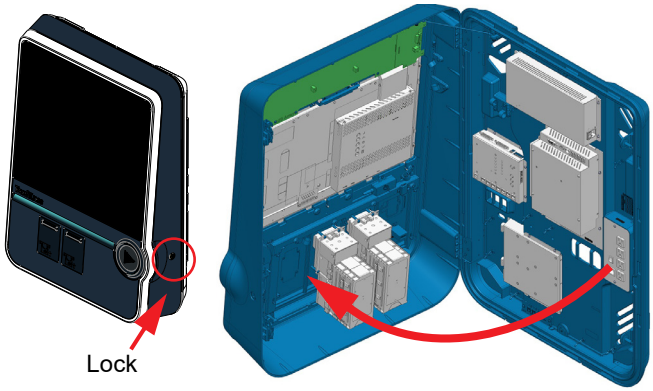
4. Move Virtuo II so it is close to the wall bracket.

5. Using at least two people, lift Virtuo II so that its top is slightly higher than the top of the wall bracket.

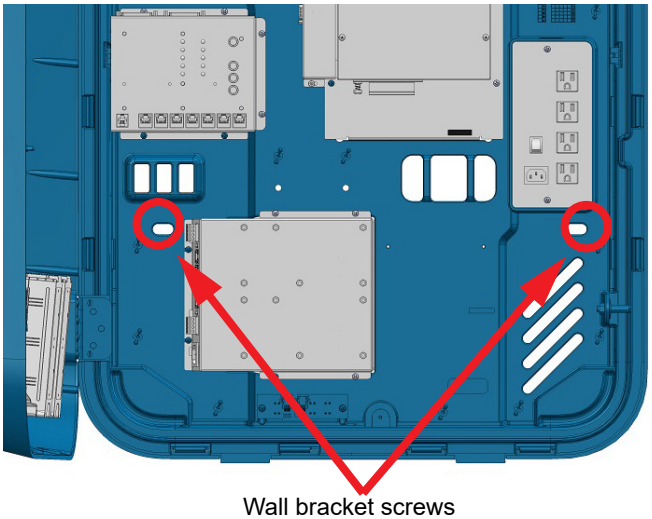




6. Align the flange hooks on the wall bracket with the receptacles on Virtuo II.
7. Hang the Virtuo II on the wall bracket allowing the weight of the unit to set it into position.
8. Remove any remaining packing materials.
9. Locate the key for Virtuo II, and unlock and open its door.



10. Using the figure below, identify the location of the holes for the wall bracket screws used to secure Virtuo II to the wall bracket.



Wall bracket screws

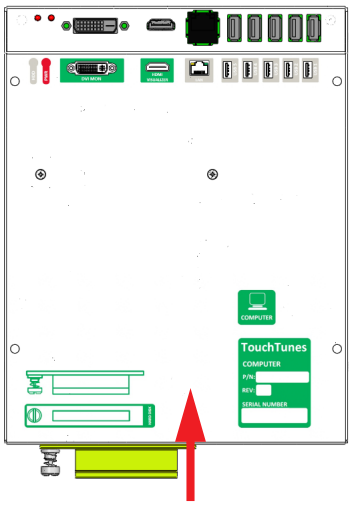
11. Attach the wall bracket screws to completely secure the Virtuo II to the wall bracket.

Virtuo II is NOT secure until the wall bracket screws are installed.

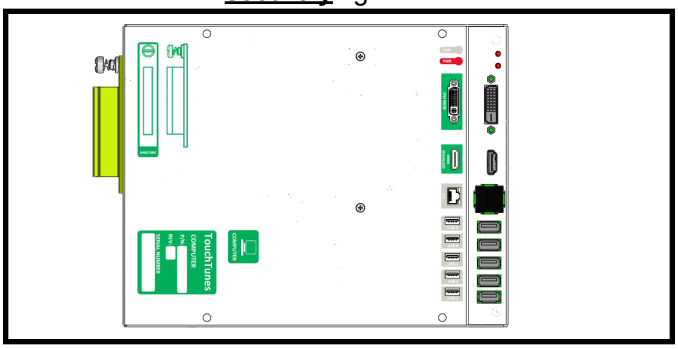
Step 4:Install the Hard Drive

1. Unlock and open Virtuo II, if it is not already open.
2. Ground yourself by touching an exposed piece of metal in the Virtuo II case.
3. Ensure that the computer is powered OFF at the switch on the power supply.
4. Locate the hard drive for Virtuo II.

   The hard drive and its enclosure are shipped separately from the main Virtuo II hardware.
5. Align the hard drive enclosure with its slot on the left-hand panel of the computer.



6. Insert the hard drive enclosure in the slot and then gently push the enclosure in until it is completely seated.
7. Using your fingers, push in and then tighten the thumb screw (clockwise) on the hard drive tray until the thumb screw is **securely** tightened.



8. Test whether the hard drive is firmly seated by pulling out firmly on the handle of the hard drive tray.

   The hard drive is secured properly when:

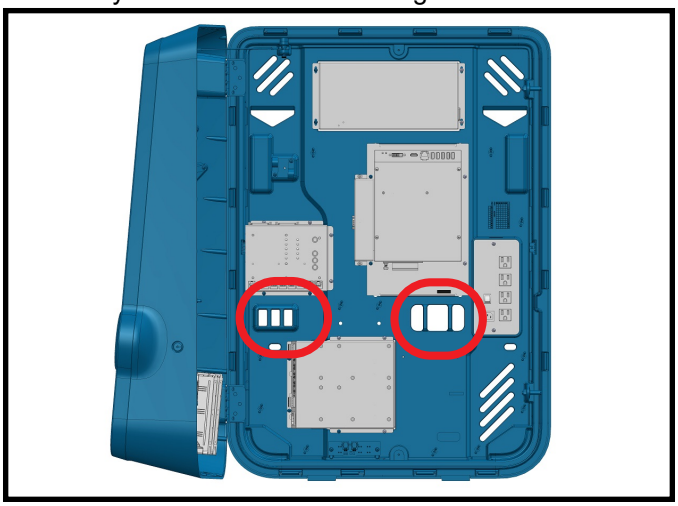
- The thumb screw is completely compressed and covered by the cowl head of the thumb screw.
- There is no gap between the edge of the hard drive tray and the computer.
- There is no play between the hard drive and the computer when you pull outward on the handle of the hard drive tray.

Step 5: Access the Cable Channel

The Virtuo II is designed with cable channels that let you route outside cables, such as for telecommunications, to internal jukebox components.

To prepare for cable routing in Virtuo II:

1. Identify the cable channels along the back of Virtuo II.

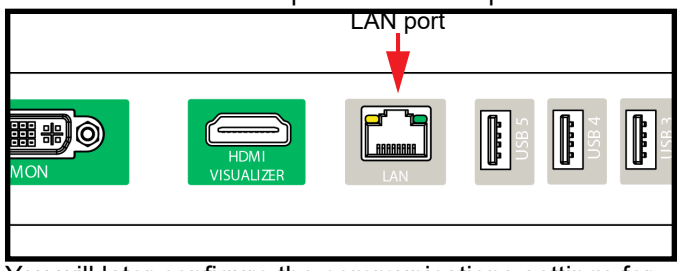


Note: Route cables into and out of Virtuo II only through the provided cable channel openings. Do not route cables through any other openings in Virtuo II, such as air vents. Otherwise it can overheat and shut itself down.

Step 6: Connect Virtuo II to the Broadband Network

1. Unlock and open Virtuo II, if it is not already open.
2. Locate the RJ-45 Ethernet cable for the broadband connection.

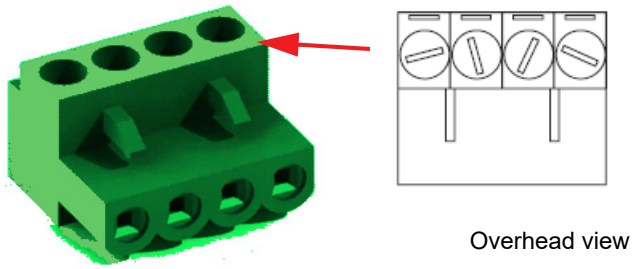
3. Connect either end of the cable to the broadband modem or router.
4. Route the free end of the cable in to Virtuo II through the cable channel.
5. Connect the free end of the cable to the port labeled **LAN** on the left-hand panel of the computer.



You will later configure the communications settings for the broadband network so the Virtuo II can contact the TouchTunes server using this connection.

Step 7: Connect Audio Speakers to Virtuo II

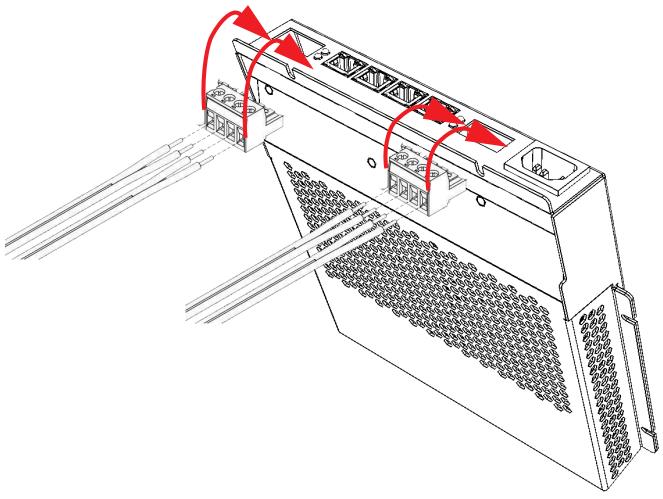
1. Prepare your speaker wires by stripping the ends of the 4 connector wires, exposing approximately 1/4” of wire.
2. Locate the supplied four-slot Euroblock connector.
3. Loosen the screws along the top of the connector using a flat-head screwdriver, if necessary.



Overhead view

Euroblock terminals

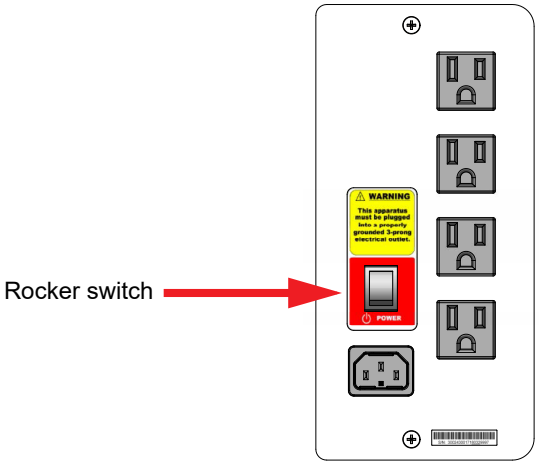
4. Wire the ends of the speaker wires to the Euroblock connector using the following figure as a guide.
5. Using a flat-head screwdriver, tighten the screws of the slots to secure the speaker cable to the connector.
6. Attach the Euroblock connector to the connector labelled **Zone A or Zone B** on the optional amplifier.



7. Route the free end of the cables out of Virtuo II through the cable channel.
8. Connect the other end of the cables to the speakers, ensuring that proper polarity is respected. Incorrect connection can result in poor imaging and thin sound.

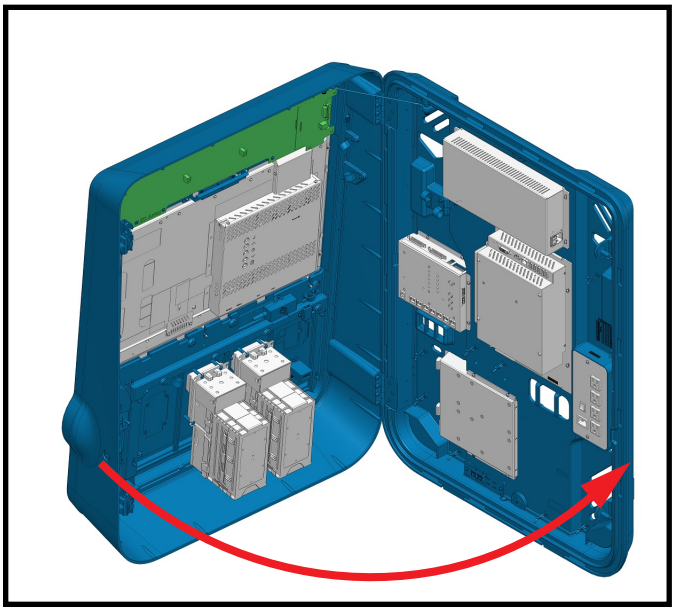
Step 8: Power Up Virtuo II

1. Ensure that the AC power cord from the Power Supply Unit (PSU) is plugged into the power strip.
2. Route the female end of the AC power cord from the accessories kit through the right cable channel, and connect that end of the cable to the male power socket on the power bar inside Virtuo II. Connect the other end of the AC power cord to a properly grounded (3-prong) electrical outlet.
3. Set the power rocker switch on the Virtuo II’s power strip to **ON**.



Step 9: Close the Virtuo II Case

1. Close the Virtuo II case by gently swinging it shut and pressing on its front face to engage the locking mechanism.

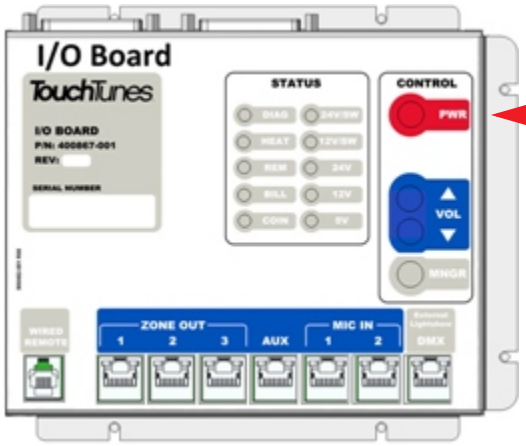


2. The Virtuo II door locks itself when the door is properly shut.

Step 10: Enable the Virtuo II Screen

When you power up a Virtuo II for the first time, it automatically goes into *night mode*: the computer and other internal components of Virtuo II are running, but the touchscreen, audio system and lights for Virtuo II are disabled. Bring Virtuo II out of night mode and activate its screen before setting it up.

1. Locate and press the **Power** button on the I/O board.



Power button

When you press this button, the touchscreen, lights and audio system for Virtuo II are activated. The Software initialization screen appears indicating that Virtuo II is starting the initialization process.

You can now use the touch screen to activate Virtuo II and configure its settings using the system software.

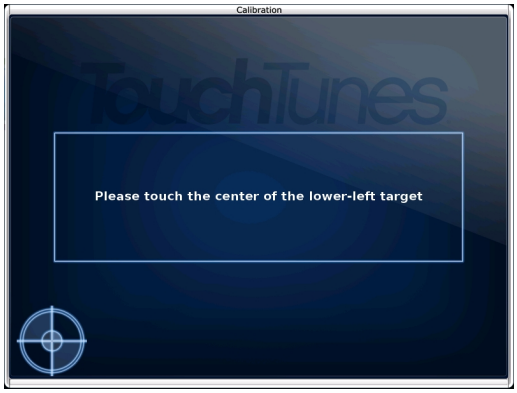
Step 11: Activate Virtuo II

⚠**WARNING:** Booting the system can take up to ten (10) minutes, and the screen can be blank for up to 90 seconds during the initialization procedure.
It is extremely important that you do not power down or attempt to reboot Virtuo II during this procedure, or you risk corrupting and rendering the hard drive unusable.

Activating Virtuo II involves calibrating the touch screen, and configuring its settings by following the on-screen instructions.

Calibrate the Touch Screen

After the software installation process completes, the first calibration screen appears.



Select Your Settings

In the settings screens, you select the settings for the Virtuo II, such as primary language, calling window and type of broadband connection.

After you specify the settings, a Communications Network status LED indicator with activity messages appears.

What the network status LEDs indicate:

- **Local Ethernet:** whether an ethernet cable is properly connected to the jukebox, and the jukebox is receiving a signal from it.
- **Host Resolving:** whether the jukebox is connected to the internet.
- **Logged In:** whether the jukebox is logged into the TouchTunes server. The jukebox must be able to log into the TouchTunes server to receive activation information and perform transactions, such as returning daily sales information.
- **Music Access:** whether the jukebox can access music from the TouchTunes server. The jukebox must have music access to download new songs.

- **Data Access:** whether the jukebox can communicate with TouchTunes server to receive updates from the TouchTunes Dashboard. The jukebox must have data access to receive any new settings you may have made to it via the TouchTunes Dashboard.

For installation and activation, the jukebox needs the Logged In, Music Access and Data Access LED indicators to be green.

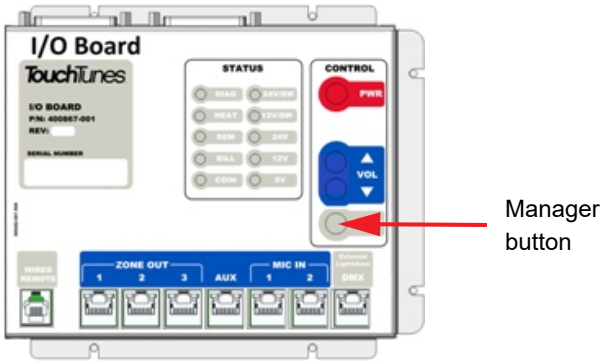
When the jukebox is fully initialized, the Home Screen of the Customer Interface appears.

Step 12: Call Now

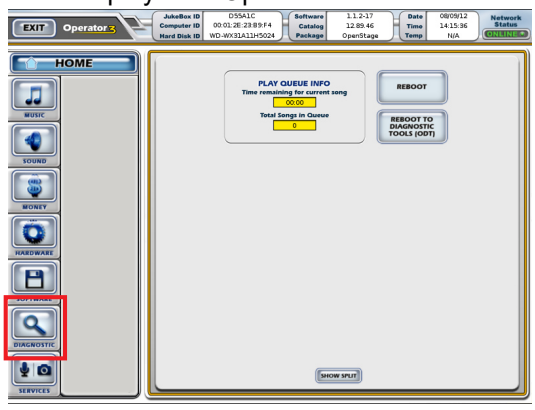
After you activate Virtuo II, TouchTunes recommends you perform a Call Now to ensure that your jukebox is equipped with the most up-to-date software.

To do so, access the Diagnostics menu of the Operator Interface.

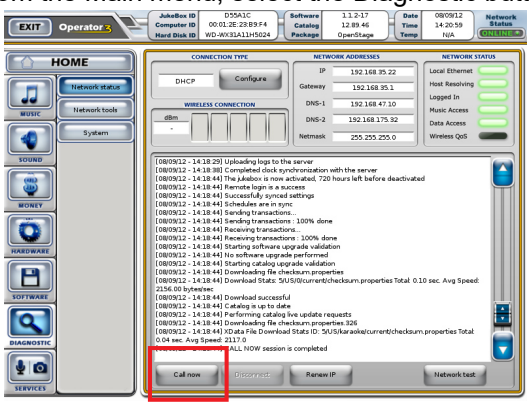
1. Locate the Manager button on the I/O board.



2. Press and release the Manager button. Virtuo II displays the Operator main menu.



3. From the Main menu, select the Diagnostic button.



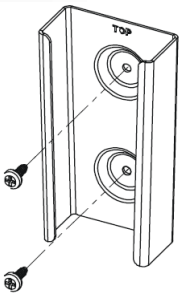
4. Press the **Call now** button at the bottom of the menu. Virtuo II communicates with the TouchTunes servers and downloads the most recent software build.

Step 13: Set Up the Remote Control

The remote control is powered by two 1.5V AAA batteries. Insert the batteries in the compartment on the rear of the remote. Use only high-quality alkaline batteries.

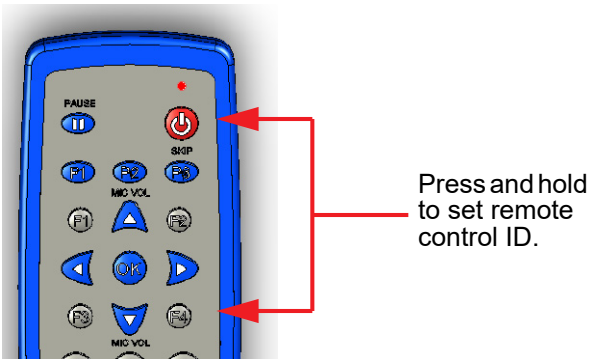
Use the mounting bracket to install the remote control on a wall for easy access.

Fasten the bracket to the wall with two screws as illustrated.



By default, the remote control ID is set to 000. To change the remote control ID:

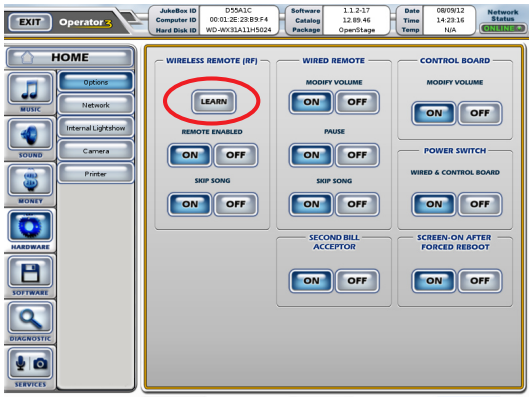
1. Press the **POWER** and **F4** keys at the same time and hold them down until the red indicator light blinks two times.



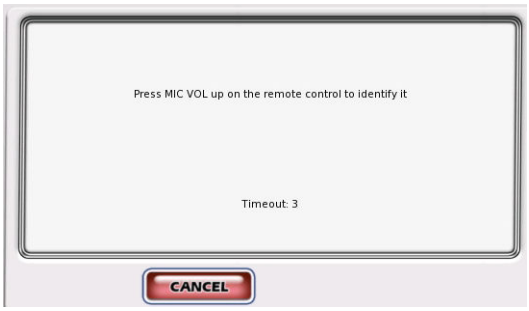
2. Enter the new three-digit code to use. The new code must be in the range **000** to **255**.
3. The red indicator light will light up for three seconds to confirm your selection. If you enter an invalid code the light will blink five times.

Learn the Remote ID

1. On the Operator Interface, open the Hardware Options screen.



2. Press the **LEARN** button.
3. Watch the display. When prompted, press the **MIC VOL UP** key on the remote control.



   The screen displays a success message and returns to the Options screen.
4. Test the remote by raising and lowering the jukebox volume as it is playing.

Pre-programmed Remote Control Keys

Key	Function
Power	Press to turn the jukebox monitor and audio subsystem on or off. The jukebox computer remains on. Equivalent to pressing the Night Mode button on the jukebox (not available on all models).
Pause PAUSE	Pauses the jukebox.
Numeric keys 0 - 9	Used to program the remote and for these optional features: • 2 and 8 to change the CMP channel, and 5 to confirm the change • 9 to toggle between the volume controls of zones 1-2-3 (default) and 4-5-6 (4-5-6 are not available on Gen3/+ jukeboxes.).

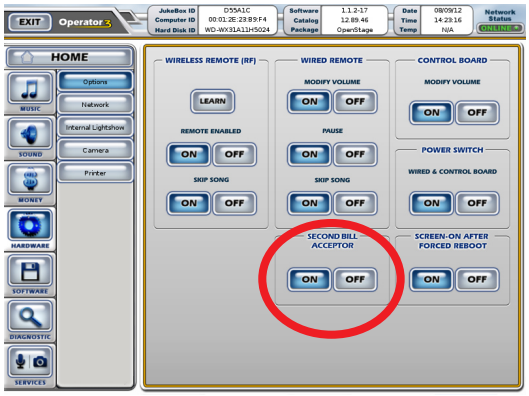
Pre-programmed Remote Control Keys

Key	Function
MIC VOL MIC VOL MIC VOL	Raises and lowers the volume of the microphone within the limits set on the Mixer Settings screen.
P1 P1	Press and release this button to add a promotional credit to the jukebox (if available). Credits are deducted from the promotional credit pool. The Promo Credit feature can be enabled/ disabled on the Credit Settings screen or through Tempo > Location > Settings > Money.
P2 P2	Press to display an activation code used by Bar Rewards to register as a staff member for this venue and jukebox.
P3/Skip SKIP P3	Skip song: Quickly press and release to stop playing the current song and immediately skip forward to the next song in the queue. The skip song feature is enabled/disabled on the System Settings screen. Flush play queue: Press and hold this button for four seconds to flush the entire play queue.
VOLUME ZONE 1, 2, 3 ZONE 1 ZONE 2 ZONE 3	Raises and lowers the volume of the selected zone within the limits set on the Sound Mixer screen. Pressing 9 on the keypad will toggle volumes between Zones 1/2/3 and Zones 4/5/6 on OS2 jukeboxes
F1, F2, F3, F4 F1 F2 F3 F4	For future use.
Left-arrow, right-arrow, OK OK	For future use.

Step 14: Configure Bill Acceptors

Note: Perform this procedure if you have an optional second bill acceptor installed in Virtuo II.

1. On the Operator Interface, open the **Hardware Options** screen.



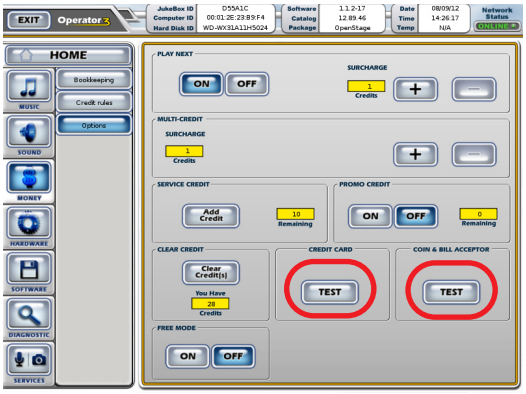
From this menu, you can configure Virtuo II to use two bill acceptors or one. By default, this option is **ON**.

- If the Virtuo II has a single bill acceptor, you must turn this option **OFF**.
- If the Virtuo II has dual bill acceptors, you must ensure that this option is turned **ON**.

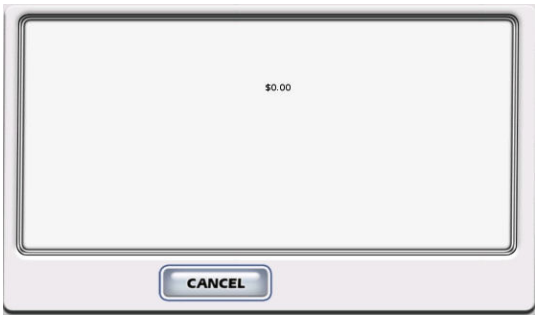
Step 15: Test Payment Acceptors

To test the bill and coin acceptors

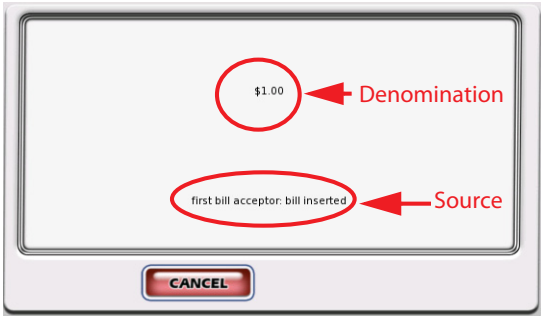
1. On the Operator Interface, open the **Money** > **Options** screen.



2. In the **COIN & BILL ACCEPTOR** area, press the **TEST** button.



3. Insert a bill into the bill acceptor.
   The screen refreshes, showing the denomination of the bill that was inserted, and the origin of the bill (first or second bill acceptor).



4. For the Canadian model only, insert a coin into the coin acceptor.
   The screen refreshes, and shows the value of the coin.

Step 16: Reapply Filters and Credit Rules

If you are replacing a TouchTunes jukebox (for example, an Ovation) with a Virtuo II jukebox, you must manually apply music filters and credit rules from the old jukebox to the Virtuo II if you want such filters and rules to apply to the Virtuo II.

These settings can also be copied/managed from Tempo at https://tempo.touchtunes.com/ US or https://tempo-ca.touchtunes.com/ CAN.

- To configure music filters, select the **Music** Operator menu, and press the **Filters** button.
- To configure credit rules, select the **Money** Operator menu, and press the **Credit** rules button.

Configure your settings as required.

A Note About Affixing Stickers to Virtuo II

Virtuo II's touch screen's bezel-less design means that the entire glass is touch-sensitive—not just the user interface area—and must be kept clear of objects that can interfere with user interaction and the proper operation of the jukebox.

Never affix stickers, decals, or transfers to the Virtuo II touch screen monitor. Doing so can adversely affect jukebox behavior.

If you must apply stickers of a promotional nature or providing company contact information, TouchTunes recommends that you affix them to the left or right side of the enclosure in order to preserve the aesthetics of Virtuo II's facade.

The Octave Music Group, Inc.
7250 Mile End, Suite 202
Montreal, Quebec,
Canada, H2R 3A4

The Octave Music Group, Inc.
850 Third Ave, Suite 15C
New York, NY 10022
USA

Technical Support
888-338-5853
www.touchtunes.com

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